



PRESS RELEASE

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National Public Safety Telecommunicators Week

FRISCO, TX — Each year, the second full week of April is dedicated to the men and women who serve as public safety telecommunicators. The 2013 National Telecommunicators Week (NTW) runs from April 14th through April 20th. The Frisco Police Department wishes to honor and recognize the hard work and dedication exhibited by telecommunicators, including dispatchers and 911 call-takers.

“911 is usually the first contact that someone has with public safety” says Police Chief John Bruce. “When it is hectic outside, they remain calm in order to direct the right resources to the right location.” In 2012, City of Frisco telecommunicators received over 100,000 incoming calls via 911, non-emergency and police officer initiated radio transmissions. They work countless hours around the clock to help keep residents and visitors safe and connected to public safety services. Please join us in thanking the first link in the chain of emergency police, fire, and medical response. Thank You Public Safety Telecommunicators!

Next time you call 911 please remember...

- Call only for immediate emergency assistance—medical, fire, or police.
- Know your location.
- Remain calm.
- Know essential information the dispatcher may need for emergency responders.
- Stay on the line until told to hang up.
- Remember there might be other incidents taking place.
- If you mis-dial 911, please stay on the line so they can verify there is no emergency.

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